

J Patti
Los Angeles
Los Angeles CA 90036

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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Despite claims that residential customers will not be materially affected by proposed changes to the current law, I can assure you from my personal experience that this is not the case.

For many years, I was forced into a contract with one the large carriers (due to lack of competitors) and the result was:

1. high prices (that were continually raised each year)
2. terrible customer service
 - including hours on hold
 - days of waiting for service/maintenance
 - requirement of blocking out an entire day for a service call (often impossible due to work schedule.
3. poor internet service that was frequently slow and would cut out several times per week.

Thankfully, a small provider moved into the neighborhood and they were able to provide me with faster and more reliable service for a much lower price. Additionally, telephone support is fast and always human (a nice touch) and service calls are fast and time specific, which allows adjustment to my work schedule. Downtime is extremely rare.

Changes to the current law would force me to return to my previous provider and return me to a much more expensive and far inferior product and provider.

The destruction of a truly competitive market for internet providers has already arrived in the US, a fact that will work to our detriment as we seek to remain technologically competitive in a global market and I urge the FCC not only to consider the materially affected customers of today, but also consider the millions of people that will benefit in the future from the already minimal protections provided by current law.

I simply cannot run my life or my business without reliable broadband and revoking current protections will clearly impact not only to myself but to people and communities all over America.

Thank you for your time.

J Patti